

## DAS Customer Council - Schedule of Activities by Month

### August 2008 – August 2009

<b>2008</b>	<b>DAS Customer Council Activity</b>	<b>Timeframe/Due Date</b> <i>(Dates in <b>bold</b> are absolute deadlines)</i>
<b>August</b>	Newly elected members begin their terms August 1	<b>August 1, 2008</b>
	Approve rates	During August meeting
	Housekeeping: Review duties and responsibilities of the Council; confirm meeting time and schedule of meetings for the year; confirm contact information	During August meeting
<b>Sept - Nov</b>	Agenda items TBD	
<b>December</b>	Rate methodology review begins – Council takes a closer look at the rate methodologies being used and research alternative options (if desired)	December – March
<b>2009</b>	<b>DAS Customer Council Activity</b>	<b>Timeframe/Due Date</b> <i>(Dates in <b>bold</b> are absolute deadlines)</i>
<b>January</b>	DAS Business Plan presented to the council for its review & comment	During January meeting
	Rate methodology review continues – Council takes a closer look at the rate methodologies being used and researches alternative options (if desired)	December – March
<b>February</b>	Business Plan w/ Council-suggested revisions (if applicable) presented to Council for final review and approval	During February meeting
	Rate methodology review concludes – recommendations by the Council presented for discussion	December – March
<b>March</b>	Rate-setting process for FY2011 begins: <ul style="list-style-type: none"> <li>• Approve rate methodologies for FY2011</li> </ul>	December – March

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<b>2009</b>	<b>DAS Customer Council Activity</b>	<b>Timeframe/Due Date</b> <i>(Dates in <b>bold</b> are absolute deadlines)</i>
<b>April</b>	Rate-setting process for FY2011 continues: <ul style="list-style-type: none"> <li>• Council reviews recommendations for FY2011 utility services &amp; rates</li> <li>• Population identification for utility services</li> </ul>	April – May
<b>May</b>	Rate-setting process for FY2011 continues: <ul style="list-style-type: none"> <li>• Council reviews recommendations for FY2011 utility services &amp; rates</li> <li>• Population identification for utility services</li> </ul>	April – May
<b>June</b>	Rate-setting process for FY2011 continues: <ul style="list-style-type: none"> <li>• Council tentatively approves FY2011 utility rates</li> <li>• Proposed FY2011 utility rates are sent to customer agencies for review/comment on June 26</li> </ul>	<b>During June meeting</b> June 26, 2009
	Membership Review begins June 1; new term vacancies are identified and nominations are solicited. Review appointed (legislative & judicial) & nonvoting (ex-officio) positions. (DOM and DAS)	June – July
<b>July</b>	Rates for FY10 begin July 1	<b>July 1, 2009</b>
	Rate-setting process for FY2011 continues: <ul style="list-style-type: none"> <li>• Customer review/comment period = June 26 – July 24 (four weeks)</li> </ul>	July 24, 2009
	Results of customer comment period are sent to council members (DAS)	on or about July 28, 2009
<b>August</b>	Rate-setting process for FY2011 concludes: <ul style="list-style-type: none"> <li>• Council reviews and discusses comments provided by customer agencies</li> <li>• Council approves final FY2011 utility rates</li> </ul>	During August meeting/ <b>September 1, 2009</b>
	Council members are sent information about Customer Council for the upcoming year	August
<b>-Ongoing-</b>	Approve the procedure for resolving complaints regarding utility services	As necessary
	Approve rate adjustments for utility rates that are “in progress”	As deemed necessary
	Review/Revise Council bylaws	As deemed necessary